APPLICATION DEVELOPMENT & SUPPORT

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This product encompasses the full range of application development activities, including database design, internal design, application programming, integration with existing systems, and data conversions and transmissions. Web-based, stand-alone, and mobile applications can be designed and built using a variety of technologies, including Java, .NET, PHP, and PowerBuilder.

Customers can utilize our services in a variety of ways. End-to-end product development, co-development or mentoring for specific technologies, data modeling and design, or specialized component construction for large applications are some of the ways customers can benefit from this offering.

Application support after deployment is also available to provide application problem resolution and ensure compatibility with upgraded hosting environments.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Web Application Development	We have significant expertise in creating web-based software that is State standards compliant, integrates UMD and Siteminder for authentication and authorization, and meets business requirements. This includes both intranet and public-facing solutions.
Java Development	Java and industry-accepted open source products are the primary tools used to develop solid applications. This includes expertise with technologies such as Struts and Struts II, iBatis, Hibernate, .JSP, JavaScript, Jasper Reports, and many others. For established development shops, we will work with your standards and tools to conform with your current technical direction.
.NET Development	We can provide development resources for your .NET projects. Best-practice and Microsoft standards are followed, coupled with your specific development standards to deliver high-quality solutions.
PHP Development	Strong PHP experience within our team means best-practices are followed to reduce security vulnerabilities, including the use of MVC frameworks for PHP. PHP can be used for small- to medium-sized application development, or as a supplement to websites or other applications.

Cobol, Natural, PowerBuilder, etc. (maintenance only)	Recognizing the diversity of crucial legacy software in the State, Application Development provides maintenance programming and support options for many of the technologies in production today. We can also leverage our experience with web-based systems and current technologies to help define migration roadmaps and strategies for technologies a customer may wish to eliminate.
Application Support	Application Support is currently provided at three levels: **Option 1: Support Waiver.** After production deployment, application support is provided by the customer. If Application Development assistance is required, it is charged on a time and materials basis as resources are available. This is the default option if the customer does not choose another option during development. **Option 2: Standard Support.** Standard Support provides customers with dedicated support resources during business hours, with the DTS Help Desk as the entry point. The customer application is also tested and migrated as new server software versions (Tomcat, Apache, etc.) are implemented to maximize functionality and compatibility with current infrastructure. If issues arise which require application modification or enhancement, they are identified for the customer with suggested solutions and cost estimates. **Option 3: Custom Support.** Specialized support (24x7 support, redundancy, Richfield fail-over, etc.) can also be provided for mission-critical or high-visibility applications and is negotiated on a project-specific basis.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
User Documentation	Excluded unless explicitly included in the Project Proposal.
User training and training materials	Excluded unless explicitly included in the Project Proposal.
Browser, desktop, or network support	Application support excludes support for browser, desktop, and network issues not directly related to application functionality.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Web Application Development, including Java, .NET, etc.	Analysis, Design, Development and Testing of Web Applications.	Negotiated on a per-project basis at $72 per hour.
Application Development, including Powerbuilder, Cobol, etc.	Analysis, Design, Development and Testing of Web Applications.	Negotiated on a per-project basis at $72 per hour.
Application Support Option 1: Support Waiver	See sample Application Support Agreement.	Time and materials at $72 per hour

| Option 2: Standard Support | See sample Application Support Agreement. | 1.25% per month (15% annually) of final contracted development cost. |
| Option 3: Custom Support | To be determined by Special Application Support Agreement | Negotiated. |

ORDERING AND PROVISIONING

An organization may engage Application Development for service in several ways. We can be contacted directly or through the DTS website, or requests may be routed through the Project Management Office or the Agency CRM. Our team will help clarify the request and engage other resources as necessary (Business Analysis, Project Management, Engineering, etc.). We provide written project proposals and cost estimates. We may also develop a Statement of Work and serve a customer on a time and materials basis.

DTS RESPONSIBILITIES

DTS will assist customers in capturing requirements in the form of a Project Plan or Statement of Work document. This is done at a cost to the customer. Once approved, DTS is accountable for the delivery of the features and functionality described within the agreed time and for the agreed cost.

AGENCY RESPONSIBILITIES

Agencies will supply the necessary information and resources for participation in the project and may also participate in testing as agreed.

SERVICE LEVELS AND METRICS

Service levels for the function and performance are typically outlined in up to three places: 1) in the Project Plan for the proper design and function of the feature or application being developed, 2) where hosting and database services are required, the service levels and metrics for the performance and availability of hosting and storage systems is described in the Product Definition for those products, and 3) in specific Application Support Agreements negotiated with the agency.